

USAccess Blue Top Newsletter

August 25, 2016

Volume 9, Issue 16

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Upcoming Meetings and Trainings

Registrar Refresher Training

- **Thursday September 8, 2016, 2:30pm - 3:30pm**
- Location: <https://meet.gsa.gov/r1njwtxf41/>, [888-455-1864](tel:888-455-1864) passcode: 3611044

Customer Advisory Board Meeting (CAB)

- **Thursday, September 22, 2016, 9:30am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: 4046

Registrar Classroom Training

- **September 21-22, October 19-20, November 16-17, December 7-8**
- Location: HPE, Chantilly
- Contact [Jim Schoening](#) for information

Release 9.10 is scheduled for Saturday, August 27

Release 9.10 is scheduled for Saturday, August 27. This release applies several hotfixes to the CMS that are behind the scenes and do not have changes that are visible to users of the system. This release does, however, require that updated ActiveX controls be applied to Light Activation (LA), Light Credentialing Solution (LCS) and desktop rekey machines by the time Release 9.10 goes in to production. **If light systems aren't updated to V.4.0.3, then Activators will have issues with the card readers being detected and photos displaying properly.**

The new ActiveX controls, along with a Jar file used on Light and Fixed Activation stations, are included in the Light Installers v4.0.3 that was released on June 13 and posted on the USAccess SFTP server. Agencies can download these files and use them to update their Light workstations. Please see the release notes for USAccess Light Installers v4.0.3 and USAccess Software Release 9.10 posted on the Agency Lead Portal for more information. Please also plan for the USAccess service and role holder portals to be unavailable for most of the day on Aug 27.

GoLearn Portal Reminder

Just a reminder that all of the USAccess Roleholder Training Courses, Job Aids, and Registrar/Activator Refresher Training recordings are available on the GoLearn training portal.

In order to access the portal go to <https://piv.golearnportal.org/>. Use your work email address and the registration password of 12345678 to create your account. Each role is listed so users can click on their role and get the available job aid. Any questions can be sent to Jim Schoening at jim.schoening@gsa.gov.

Service Enhancements

Changes/updates since last Blue Top

- Added text in several emails sent from the USAccess system to Applicants needing to make credentialing appointments using the GSA Online Scheduling System. The added text is intended to accommodate Disabled Users and Assistive Technology Users who need 508 assistance when making an appointment. The following language was added to emails that include instructions on making an appointment.

“Disabled Users/Assistive Technology users who need 508 assistance with this site, click here to send an email.”

The entire sentence is a hyperlink to hspd12@gsa.gov

- Maintenance completed as scheduled on August 20 and August 12-14.

Planned changes

For any maintenance downtime periods, please schedule some buffer time to resume enrollment and activation appointments to account for any unanticipated delays in service.

- Release 9.10 is scheduled for Saturday, August 27. (See article above)

Security Tip

Always Check for Card Updates

Please make sure that you check for card updates during every appointment, before allowing a card holder to leave your station. We are having too many cases where card holders have to schedule multiple appointments because a pending update or rekey was not completed.

Over the years, one of the most common problems we have seen is with cardholders who arrive at an appointment requiring both a PIN reset and a card update, but leave

after receiving the PIN reset, not knowing that they did not have their card properly updated as well.

Please remember that some of your customers drive long distances to get to your credentialing station, so it's even more important for you to confirm they have completed all necessary actions before leaving.

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Contact Sharon Meng (Sharon.Meng@gsa.gov) to be added to USAccess distribution lists.

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